

Coordinating Board for Higher Education June 10, 2004

Commissioner's 4th Quarter Report

Acknowledgement of Three Rivers Community College

To begin with, I would like to thank Three Rivers Community College for hosting the board meeting.

Theme of Implementation

- The department is shifting its focus from compliance to performance improvement, as is evident by the projects that we are undertaking.
- The theme at the department for the last few months has been that of implementation. We took our time planning and identifying the most important issues that you (board members) and our customers said were important. Now we are following through to deliver those priorities.
- We couldn't move forward, however, without our partners, particularly the Departments of Elementary and Secondary Education and Economic Development, including Workforce Development, and MOHELA. And, most importantly, the partnerships that we are building with the institutions.

Strategic Plan Update

Several of our projects are moving along, or are nearing completion.

Performance Measures

- We have been working at the department to develop performance measures for each of our groups. We are on target to roll these out beginning with the new fiscal year in July.

Conversion to ASA

- One of the first teams that we chartered was the ASA system customer team. The conversion to the new guarantor servicing system took place on Monday, April 12. MDHE staff worked very hard to make this conversion a success. As with any conversion of this magnitude, there were issues, but staff worked very hard to address those issues as quickly as possible to ensure minimal disruption or inconvenience to our customers.
- We are very excited about our new system and our relationship with ASA. It will allow us to offer real-time guarantees for schools. Previously schools had to wait overnight to receive a loan guarantee.
- Scott Giles, Director of the Missouri Student Loan Group, will give you a more detailed update later in the board meeting.

Web Site Redesign Team

- The web site redesign team presented their recommendations last September to Senior Staff. The Communications and Customer Assistance Group are turning those recommendations into reality.
- The new web site will be broken into various customer portals, which will make finding information easier.
- The staff is targeting late summer to roll-out the web site.
- It's also important to note that MOREnet will be hosting the web site. This decision was made because MOREnet provides 24-hour monitoring of its servers, a service that we do not have the capability to do in-house.

State Program Award Delivery Process Team

- One of the projects that the department is focusing on this year is improving the grants and scholarships award process.
- The project was chartered in February and the team began its work in late May.

Financial Literacy Team

- The financial literacy team was chartered in January and began its work in May.
- There is definitely a need for a project such as this, as is evident by all of the articles that we are seeing in newspapers lately about students being uninformed about financial aid and their financial options to pursue higher education.
- Team members who are working on this very important project include MDHE staff, financial aid staff from Lincoln University, and a representative from the Department of Elementary and Secondary Education.

Promoting Institutional Adoption of Quality Principles

Measuring Value-Added Learning

- To date, 30 independent and public two - and four-year institutions have signed on to participate in the Missouri Consortium on Measuring Value-Added Student Learning. Their goal is to establish baseline data on the educational capital that each institution has added to the educational achievement of its students. We are partnering with the RAND Corporation in this effort. More information about the progress of this project will be addressed later in the board meeting.

Institution Performance Reviews and Planning Sessions

- This effort is the key to pulling together our strategic initiatives with those of the institutions. And, it is at the request of an institution that we do these reviews. In the next few weeks, we will be scheduling performance reviews with each of the public institutions.